

MILWAUKEE COUNTY
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DISABILITIES SERVICES DIVISION

REQUEST FOR PROPOSALS
FOR
CRISIS RESPITE HOME TO SERVE ADULTS WITH DEVELOPMENTAL
AND PHYSICAL DISABILITIES

MAY 2006



DEPARTMENT OF HEALTH AND HUMAN SERVICES

Milwaukee County

Management Services Division, Contract Administration

Date: May, 2006

To: Interested Parties – Crisis Respite Home Services

From: Geri L. Lyday, Administrator, Disabilities Services Division
Milwaukee County Department of Health and Human Services

Re: **CRISIS RESPITE HOME TO SERVE ADULTS WITH
DEVELOPMENTAL AND PHYSICAL DISABILITIES**

The Milwaukee County Department of Health and Human Services, Disabilities Services Division, invites qualified community residential service agencies to participate in the Request for Proposal process for the provision of Crisis Respite Home (CRH) Services for Adults with Developmental and Physical Disabilities in 2006.

The Milwaukee County Department of Health and Human Services Disabilities Services Division (DSD) is seeking proposals to develop a coordinated system of residential treatment and social service supports to aid individuals who experience co-occurring developmental disabilities and mental health conditions or chronic behavioral challenges. The goal for this Request for Proposals (RFP) is to create a Crisis Respite Home (CRH) that will provide a short-term stay to address consumer's crisis needs. The intent is to develop and utilize a community-based setting deterring the consumer from institutional care. The Crisis Respite Home will link to support services and personnel at DSD and the Milwaukee County Behavioral Health Division (BHD) to form a structure and system of professional crisis supports.

All residential providers who serve Milwaukee County Disabilities Services Division consumers **are required to submit a completed proposal** to provide Crisis Respite Home services. Application materials will be available for pick-up **at our new location** beginning **Tuesday, May 9, 2006** at the Milwaukee County Human Services Center, Disabilities Services Division, 1220 West Vliet Street, Third Floor, Milwaukee, WI 53205. The Disabilities Services Division must receive completed applications in response to this RFP no later than **Friday, June 9, 2006**, at the above address.

An informational meeting will be held to discuss the Crisis Respite Home Service and Technical Requirements and to provide technical assistance to interested parties. The time and date of the meeting will be announced on the Contract Administration web page:

<http://county.milwaukeecounty.org/display/router.asp?docid=11327>

Thank you for your interest in the Milwaukee County Department of Health and Human Services RFP process.

VISION, MISSION & GUIDING PRINCIPLES

Vision for the Milwaukee County Disabilities Services Division

All persons with disabilities and their support networks will have maximum individual choice and access to resources leading to full participation in all aspects of community life.

Mission of the Milwaukee County Disabilities Services Division

Our mission is to enhance the quality of life for all individuals with physical, sensory and developmental disabilities and their support networks living in Milwaukee County by addressing their needs and providing individualized opportunities for persons to participate in the community with dignity and respect, while acknowledging their cultural differences and values.

Guiding Principles

Independence: Everybody has a right to do what they want and need to do to function in society

Achievement of the highest level of independence

Continuum: Need to provide a continuum of services

Real Choice: Self Determination

Nurturing Relationships / Friendships

Strengths Based vs. Needs Based

Respectful and Fully Accessible

Equality and Rights for All

Participation in the Mainstream

High Quality staff, providers, services, options

Maximum flexibility

Individualized, Person-Centered, Culturally Competent

Collaboration and Partnership

Values cultural and ethnic diversity

Emphasizes Home and Community Based programs and services

People have the ability to live where they want to live, and have opportunities to work and recreate

Total acceptance in the community, no stigma

Involvement of consumers in the planning process

Comprehensive grievance system, systemic method to resolve issues

Continuing community education and advocacy

All stakeholders as advocates

Allocation of sufficient resources

Successful outcomes for each individual

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CALENDAR OF EVENTS

Letter to Interested Persons.....	May 3, 2006
Official Newspaper/Media Publication	
Applications Available to be Picked Up.....	May 9, 2006
Deadline for Receipt of Completed Application	June 9, 2006
DHHS Staff and Panel Review of Proposal.....	June 12 to June 23, 2006
(If interviews are desired, these will be scheduled during this period)	
Presentation to Combined Community Service Board	July 12, 2006
Presentation to Health and Human Needs Committee.....	July 19, 2006
County Board Action on Contract Allocation Recommendation	July 27, 2006
Contract Initiated and Signed.....	August 4, 2006

Milwaukee County
Department of Health and Human Services
Disabilities Services Division

Request For Proposals

Crisis Respite Home

INTRODUCTION

The Milwaukee County Department of Health and Human Services Disabilities Services Division (DSD) is seeking proposals to develop a coordinated system of residential treatment and social service supports to aid individuals who experience co-occurring developmental disabilities and mental health conditions or chronic behavioral challenges. The goal for this Request for Proposals (RFP) is to create a Crisis Respite Home (CRH) that will provide a short-term stay to address consumer's crisis needs. The intent is to develop and utilize a community-based setting deterring the consumer from institutional care. The Crisis Respite Home will link to support services and personnel at DSD and the Milwaukee County Behavioral Health Division (BHD) to form a structure and system of professional crisis supports.

BACKGROUND INFORMATION

State Statute 51.42 provides the administrative policy that directs counties to plan and implement community services for adults with developmental disabilities. This legislation established DSD's responsibility to respond to the service needs of adults with developmental disabilities through a variety of habilitative, rehabilitative and preventive services. The intent of the statute is to enable adults with disabilities to live and participate in community settings geared at developing, providing and monitoring resources that address the safety, specialized supports and quality of life aspects of community living.

Consequently, the DSD's mission is to enhance the quality of life for all individuals with physical, sensory, and developmental disabilities living in Milwaukee County and their support networks by addressing their needs and providing individuals with opportunities to participate in the community with dignity and respect while acknowledging their cultural differences and values.

Through the role of supporting individuals in community services, DSD purchases a variety of services for adults. Several thousand participants are supported each year in services that promote consumer's ability to reside in natural settings, provide productive paid work, meaningful activities, and offer opportunities for social interaction with others.

Although over 200 different agencies are under contract for services, DSD continues to struggle with providing appropriate, timely support to adults with developmental disabilities in behavioral crises. Therefore, this document seeks to launch the creation of this highly needed residential service to address the service gap.

SERVICE DESIGN

DSD and BHD's vision of the CRH is to provide services that address inappropriate, dysfunctional and high-risk behaviors presented by an individual with a disability residing in a community-residential setting where feasible. Therefore addressing the behaviors in natural homes will provide the stability needed and offer the caregiver(s) support, respite and an opportunity to develop strategies which address behavioral difficulties. The goal of the community intervention is to return the individual to their home or primary residence. Currently, these behaviors present barriers to the individual continuing occupancy in their home, thus an out-of-home alternative is pursued often seeking services from BHD Psychiatric Crisis Services (PCS). Offering an out-of-home short-term support arrangement, and diverting individuals from institutional care is the primary goal of this initiative. When successful, the crisis plan resulting from admission to the Crisis Respite Home will be utilized as an intervention and not a conduit to a change of residence.

The CRH is planned by DSD personnel to be an intervention/prevention service model of delivery. By offering a community home location to de-escalate exacerbated behavioral difficulties with experienced staff and supervision, both DSD and BHD view this arrangement as the most optimum in addressing the behaviors and supporting caregivers through a difficult period. The plan for a team approach will enable professional support and consultation during and after the crisis with focus on decreasing or preventing future episodes. The consumer will return to their home and routine as quickly as possible with strategies to alter challenging behaviors. DSD and BHD staff collectively recognizes the importance of intervention, planning and monitoring after the trauma. Consequently, a component of this new initiative will be a team approach of the two Divisions working directly with the residential vendor on coping with challenging behaviors and strategy development for the home setting.

Important elements for this Crises-Respite Home service are:

- A close collaborative, professional relationship with all parties on behalf of the person and primary home site.
- Accurate data gathering on persons served and review for fine tuning the services as well as tracking program outcomes.
- Participation by the involved parties in a review of the crises and future planning with the caregiver, family or significant others.
- Periodic follow-up to assist with maintaining client stability in the home and community.

The primary objectives of this new community-based CRH service is threefold:

1. Develop a home and support model that provides a community residential option paired with experience professional guidance to address crises.
2. Develop a residential component to the existing services designed to divert individuals from inpatient care and create a consultative support model.
3. Create a new service that offers short-term stay for adults as a new addition to the service network.

DSD is seeking a provider to:

- Develop and integrate a team approach with DSD and BHD's active involvement in the home service delivery model.
- Accept only referrals made through DSD.
- Provide 24-hour supervision when clients are present in the home.
- Provide flexible staff pattern (home manager) to meet at various locations to aid with follow-up monitoring and support of a resident or to assess an individual for admission. Develop staff capacity to visit the home of a participant(s) of the CRH.
- Provide hours of operation for the home/primary staff from 8 a.m. to 6 p.m., Monday through Friday.
- Install a phone system with availability to staff on weekdays 8 a.m. to 6 p.m., and weekends 8 a.m. to noon via cell phone for DSD and BHD contact.

DSD has made a commitment to continue development of its contracted services provider network in response to the increasing demand for emergency/crisis services. This commitment includes the need for on-going strategies to provide the highest quality emergency/crisis services in the least restrictive setting of the consumer's choice. In this effort to fully support individuals in community-based alternative care settings, it is necessary to provide a full continuum of care including emergency/crisis amelioration services.

The successful applicant will demonstrate the ability to develop professional Medicaid Crisis Intervention and Stabilization services provided by agency staff. Medicaid revenues billed under HFS 34 and will be maximized utilizing the existing Milwaukee County certification in collaboration with BHD Psychiatric Crisis Services to ensure that services are fully implemented. Revenues earned will offset professional staff and program costs and should be included in the applicant's proposal. Staff from BHD Crisis Mobile Team may be utilized to assist in program development and implementation. Application budgets should reflect projected revenues and costs associated with the provision of crisis and stabilization services.

TARGET GROUP

Consumers to be considered for the CRH by design are developmentally disabled with secondary conditions of mental health diagnosis or current patterns of emotional instability. The conditions/characteristics typically seen are:

- Impulsive behavioral outburst patterns.
- Physical aggression.
- Self-abusive behavior.
- Property destruction.
- Threatening behavior toward others.
- Running away from home setting.
- Striking others.
- Refusal for go to appointments.
- Withdrawal from participating in the home programming socializing with others.

Individuals may reside with family, significant others or in DSD supported homes including group homes, adult family homes or apartment settings. Candidates to be served in this home may be active in the DSD Long Term Support system, transition school services (18 to 21) or wait-listed for services. Individuals admitted to the CRH will be reviewed by DSD and BHD, screened by the residential treatment provider and receive formal authorization for admission from DSD. In addition to having a developmental disability, the candidate must meet and pass the State of Wisconsin Long-Term Care Functional Screen for DD-level of care to receive on-going support.

Service Outcomes to be achieved by the CRH:

1. Reduce the number of admissions of adults with developmental disabilities in PCS, Acute inpatient or Observation services.
2. Reduce the length of stay of adults who are inpatient at mental health/psychiatric hospitals.
3. Expand residential support service in the network of community-based resources by providing a facility offering short-term stays for stabilization.
4. Provide linkage and follow-up services for adults admitted to the home and their respective home and caregiver.

PROVIDER EXPERIENCE

Agencies or independent owner/operators with intent to apply for acquiring the bid to operate the CRH must have the listed experience. Provider qualifications and experience must meet the basic criteria for DSD consideration.

A Provider must be:

- Familiar with developmental disabilities conditions and have a basic understanding of the cognitive issues and current service philosophy.
- Knowledgeable in the person-centered and/or person-directed service planning model.
- Accommodating and strive for cultural and social competencies, i.e., ethnic, religious or gender factors.
- Interested in and willing to support or provide reasonable flexibility in service to meet the different consumer needs of the population.
- Able to plan services and collaborate with other providers and exhibit a cooperative spirit.

Specialized Background for this RFP: (provide detail in application narrative)

- 5 years of experience with the provision of residential services.
- 5 years of experience in service provision for adults with developmental disabilities.
- 3 years of experience in service provision for adults with mental health or chronic behavioral challenges.
- 3 years of experience working with adults with disabilities in crisis intervention and stabilization.
- 3 years of experience working with families through informal and formal counseling and guidance services.

Agency/provider applying to operate this home should:

- Submit a letter of intent to collaborate with DSD and BHD on the service delivery model.
- Have a home that is licensed by the state and completed (or in process) with the city occupancy regulations; therefore, able to begin services within 60 to 90 days from Committee and County Board approval.
- Plan on-site staff supervision/availability 24 hours per day when the site is occupied - although it is anticipated that some clients may have day or work programming.
- Have lead staff with experience in behavioral plans and flexible scheduling attend meetings, visit other residences and participate in follow-up support plans.
- Identify and demonstrate linkage to “critical” services (clinical supports) typically needed for crisis stabilization.

WORK PLAN

Agency/providers responding to this RFP need to include a Work Plan that details functions and timelines to address organization and opening of the CRH.

Respond to each of the listed items in the narrative.

- Provide details of the home (type, license, etc.), to serve as the crisis respite site.
- Explain the home characteristics, the neighborhood and any assets the home has to meet the needs/interest of the specialized target group
- Describe home bed-capacity and special details or features.
- Identify the proposed staffing pattern and experience, including proposed schedule, home coverage and any other information pertinent to operating this home.
- Identify administrative personnel to assist with the home operations and responsibilities.
- Provide acknowledgement that the agency is fully aware of the disabilities, conditions and characteristics identified in *target* groups, thus demonstrate an understanding of persons to be served in this site/home.
- Identify the home adaptation and modifications that *currently exist* or may be needed to address the specialize services to be provided.
- Outline the approach/procedure the agency plans to use in collaborating with the person’s permanent setting/living arrangement.
- Develop crisis intervention capacity under HFS 34 to include professional staff necessary to implement and deliver all crisis and follow-up services.

Interested parties should seek to incorporate best practices guidelines and place a high value on the following characteristics:

- Individualized review and person-centered planning.
- Smaller living arrangements result in higher likelihood for success.
- Community-based support model versus institutional care.
- Offers support to families and existing residential caregivers and providers.
- Offers flexible professional support in community or natural setting versus therapeutic support in office or hospital settings.

AVAILABLE FUNDS

Disabilities Services has funding available for the Crisis Respite Home project up to \$175,000 for current year 2006. The project is planned for a late July - August initiation through December 31, 2006. Funding is planned to support the operations, staffing, home preparation and training.

GENERAL REQUIREMENTS

Proposals must be received by the Milwaukee County Department of Human Services no later than 4:00 p.m. June 9, 2006. Responses received after that date and time will not be considered.

Submit four (4) copies of the proposal to:

Ann Demorest, Disabilities Services Division, Quality Assurance
Milwaukee County Department of Human Services
Disabilities Services Division
1220 W. Vliet Street – Suite 300
Milwaukee, WI 53205

An informational meeting will be held to discuss the Crisis Respite Home Service and Technical Requirements and to provide technical assistance to interested parties. The time and date of the meeting will be announced on the Contract Administration web page:

<http://county.milwaukeecounty.org/display/router.asp?docid=11327>

A cover letter should accompany each proposal, which indicates the name of the individual who should be contacted if clarification of the proposal's content is necessary and specifies the agency representative of the firm to meet with the County for a formal interview if requested.

An in-person presentation of the proposal to the County may be required. All expenses incurred by the firm for the completion of this proposal including, but not limited to, interviewing, in-person presentations and clerical expenses are to be paid by the firm. The County reserves the right to reject any and all proposals and to accept the proposals most advantageous to Milwaukee County or to re-advertise.

Interested vendors must be able to enter into a standard purchase of service agreement with the Department of Health and Human Services after approval by the Milwaukee County Board of Supervisors and the County Executive.